FACILITIES MAINTENANCE AND ENGINEERING PROCEDURE		
Subject: **WARRANTY RESOLUTION**	FMEP-P-0800	Rev. No. 0
	Page 1 of 1	

1.0 PURPOSE

To provide guidance for the handling of issues that may arise with regard to warranty claims.

2.0 GENERAL

It shall be the responsibility of the COTR or Project Manager to handle, resolve and follow-up on warranty claims for items supplied and/or installed by a construction contractor as part of a work order or renovation for the warranty period set forth in the contract specifications.

3.0 PROCEDURE

(a) Upon being made aware of a possible warranty issue by notification from one of the various shops, building manager, or customer, an e-mail shall be sent to the COTR with a copy to the Project Manager stating the nature of the problem, when it was noticed, and the critical nature of the item.

(b) The COTR shall verify whether or not there is a legitimate warranty claim and then, if it is not a warranty issue, respond with an e-mail stating the reason why it is not. If it does appear to be a warranty issue, the COTR shall check the contract and specifications to verify if there is a specified period of performance such as emergency response within 2 hours, etc.

(c) The COTR shall contact the designated person or company as stated in the contract by phone or e-mail and send a copy to the Contracts Specialist, if possible, state what the problem is and schedule a time to have a technician make appropriate repairs.

(d) The COTR shall meet the repair technician at the site whenever possible to determine the course of action.

(e) When the repair has been completed, the COTR shall verify proper function with help from the appropriate shop. The COTR shall get a copy of the repair order/ticket stating what was found, what repairs were made, etc.

(f) The COTR shall forward a copy of the ticket to the appropriate shop for their records. The COTR shall send an e-mail to the originator of the warranty claim, as well as Contracts stating the present status. Place a copy of the e-mail and the repair ticket in the project file.